GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:4370
ANSWERED ON:24.04.2000
CENTRAL TELECOM COMMITTEE
MANIKRAO HODLYA GAVIT

Will the Minister of COMMUNICATIONS be pleased to state:

(a) Whether the Government have constituted Central Telecom Committee ;

(b) if so, the details and composition thereof ; and

(c) the details of the criteria laid down for the appointment of the members of the above Committee ?

Answer

MINISTER OF STATE FOR COMMUNICATIONS

(SHRI TAPAN SIKDAR)

(a) Yes Sir, `National Telephone Advisory Committee` (NTAC) and `National Telephone Services Committee` (NTSC) have been constituted.

Probably, Hon`ble Member, means only these Committees - when be refers to `Central Telecom Committees`.

(b) The details and composition thereof are given in the enclosed Annexure.

(c) Criteria laid down for the appointment of the members of these Committees are:

i. Consumer representatives from various walks of life. ii. Representatives from Telephone Advisory Committees of Telecom Circles. iii. Social Workers. iv. Eminent persons from different walks of life. v. It is also proposed to include representatives from chambers of Commerce and Industries, Association of Software Service Companies and Department of Information Technology, as `permanent invitees`.

STATEMENT IN RESPECT OF PART (b) OF LOK SABHA UNSTARRTED QUESTION NO. 4370 FOR 24.04.2000 REGAR CENTRAL TELECOM COMMITTEE.

ANNEXURE

Copy of order No. 6-1/99-PHP dated February 23, 2000

Subject:- Constitution of National Telephone Advisory Committee and National Telephone ServicesCommittee for the Ministry of Communications.

The matter regarding constitution of National TAC and National Telephone Services Committee was under consideration of this Department for quite some time. As there is an imperative need to improve the tele-services so as to make them of comparable international standards, it has now been decided to constitute the National Telephone Advisory Committee and National Telephone Services Committee with the following stipulations. In order to meet this objective association of consumers representatives from different walks of life is necessary so as to get feed back from different parts of the country which help improve the services further.

A. NATIONAL TELEPHONE ADVISORY COMMITTEE.

2. A National Telephone Advisory Committee shall be constituted on the same pattern as that of existing TACs at Circle and SSA levels. There shall be 100 (Hundred) members in the NTAC with the provision that the number can be increased in exceptional circumstances. One member each can be elected by the TACs at Circle level and others will be nominated by the Hon`ble Minister in charge of Communication after obtaining recommendations from different quarters. The Chairman of National TAC shall be Hon`ble Minister in charge of Communication. Hon`ble MOS(C) shall be the Vice-Chairman of the NTAC, Sr. DDG(NW) will be membe Secretary of the National TAC.

Functions: The Committee will deliberate upon the following issues and submit their suggestions/ recommendations on the same :-

(a) Accessibility of telecom services in rural/backward areas tourist places, public utility places and the areas, which could result in

making the country prosperous.

(b) Reducing present imbalances and disparities in the availability of telecom services in different regions of the country.

(c) To give suggestions so that the DTS could meet the rising expectations of public and to reduce the gap between the demand and supply of telephone services in any part of the country.

(d) To give suggestions for extension of new telecom technologies to under developed, hilly, tribal and backward areas.

(e) Issues related to the socio-economic impact as a result of growth of telecom network, specially generation of employment and upliftment of weaker sections of society.

(f) Feedback so as to watch the social obligations are not lost sight of but are fulfilled during the process of liberalisation particularly with reference to telecom sector.

(g) Enhancing staff quarter ratio, education facilities for wards of staff members and extension of other amenities to them, which can result into job satisfaction and hence efficiency of the department.

The terms of reference of National Telephone Advisory Committee will mainly concern about National policy matters and, however, will not cover areas within the purview of the SSA/Circle level TACs, and as such, NTAC members shallcommunicate with Sr. DDG(NW) for necessary information and any query.

ENTITLEMENT:

3. The TA/DA of the non-official members for attending the meeting shall be governed by the relevant orders of Ministry of Finance, Government of India issued from time to time for the Committees/Commissions of similar level as enumerated in SR 190 (Appendix-II) clause B
(ii),
(iii) of the FR/SR Part-II compiled by Muthuswamy (14 th edition-1999).The TA/DA of the official members shall be governed by the relevant rules as applicable to them from time to time. Each member shall be provided with one out of turn temporary residential service telephone connection with STD facility at the desired place.,This telephone shall be free of rentals and installation charges with free call as admissible for an RSTC (presently, 1150 free calls bimonthly) for the tenure of his/her appointment, Members elected from Circle TACs will, however, have no additional telephone or extra free calls.

Tenure and meetings of National TAC.

4. The tenure of National TAC shall normally be two years.The tenure can be reduced at the discretion of the Hon`ble Minister of Comunications and reconstituted accordingly. The headquarters of National TAC shall be at Delhi and the meeting of the National TAC shall be held at least twice a year, preferably once in a quarter but not during the sessions of Parliament. The meeting of the National TAC shall be held at Delhi as decided by the Chairman.

B. NATIONAL TELEPHONE SERVICES COMMITTEE

5. It has further, been decided that a National Telephone Services Committee shall be constituted with 11 (Eleven) members including one Chairman. All the members shall be appointed by the Hon`ble Minister of Communications from a panel of names of eminent persons and social workers. It has also been decided that this Committee will be extended secretariat support by the Department. Functions: The Committee will deliberate upon the following issues and submit their suggestions/recommendations on the same:-

a. Improvement of telecom services in places of public utility especially in rural/backward and hilly areas, hospitals, highways, pilgrimage and tourist centres places of national importance.

b. Public telephone concept.

c. Fault clearance, requests for new telephone connections and for shifting of telephones.

d. Billing practice specially pertaining to disconnection/restoration of telephone for non payment so as to improve the overall telephone billing system in the country.

e. Extension of amenities to subscriber, when they visit telecom premises.

f. Courtesy to customers, when they call/ contact the telephone personnel.

g. Simplification of procedures to make them customer friendly.

h. Accelerating the efficacy/revamping of grievances redressal machinery at all levels.

i. Improvement of special services e.g. 197,198 and 199 etc.,

j. Creating mass awareness about telecom services by way of dissemination of information.

Seat of National TAC and NTSC

6. The headquarters of NTSC will be at Delhi.Necessary provision of office accommodation and other house keeping arrangement shall be made by the general administration DOT/DTS in New Delhi.

General provisions for NTSC.

7. The Chairman of the National TSC shall be nominated by the Hon`ble Minister in charge of Communication. Sr. DDG(NW) will be the member Secretary of the Committee. The Chairman of NTSC shall be paid a fixed Honorarium of Rs. 6000/- per month and the members Rs. 4000/- per month.

i. The members of the NTSC shall generally communicated directly with the Chairman of the Committee and the Chairman would communicate with the Hon`ble Minister of Communications. For administrative matters and obtaining required information they shall communicate with the Secretary, DTS.

ii. The meetings of the NTSC shall be conducted at a place as desired by the Committee.

iii. The suggestions of the NTSC shall be recommendatory in nature.The task of coordinating the follow up action on the recommendations of NTSC shall be performed by NW Cell of the Telecom Commission.

iv. The requisite Secretarial assistance to the NTSC and NW Cell will be provided by Joint Secretary (Admn.)

8. The tenure, other entitlement, meetings etc. of the National Telephone Services Committee (NTSC) shall be the same as prescribed for the National TAC.